CORONADO POLICE DEPARTMENT – FORMAL CITIZEN COMPLAINT FORM

700 Orange Avenue
Coronado, CA 92118
(619) 522-7350

Jon Froomin
Chief of Police

COMPLAINT NO. _____ Date/Time Reported _____ In person___ Mail___ Phone___

As a citizen you have the right to initiate a complaint if you feel that you have been treated improperly by a Police Department employee. This department seriously considers legitimate complaints and will thoroughly investigate all complaints received. You will be advised of the outcome of the investigation in writing by the Chief of Police. In order to properly investigate your complaint, we ask you to put it in writing. This form may be used for that purpose. Feel free to attach additional pages if necessary. See reverse side of this form concerning the process and your rights.

REPORTING PARTY INFORAMTION

_____
Name (Last, First, M.I.)

_____
Street Address City State Zip Code

Phone No: _____

INCIDENT INFORMATION

_____
Date/Time of Incident

_____
Location

PERSONNEL INVOLVED: (names & badge numbers, if known)

_____

_____

COMPLAINT: (Use additional pages if necessary)

_____

_____

_____

_____

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_____

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_____

_____

_____

WITNESS INFORMATION: (include names, addresses, phone numbers, if known)

_____

_____

This information is accurate to the best of my knowledge.

_____
Signature of complaint

_____
Signature of parent or guardian if complainant is a minor

RECEIVED BY: _____ _____
Date Date

Original: Department Copy: Complainant

CITIZEN COMPLAINT PROCEDURES & YOUR RIGHTS

COMPLAINTS – Complaints against employees may be handled formerly or informally.

An informal complaint requires only that you explain your complaint to the employee's supervisor. Normally, you are not required to sign any document or to later testify in any proceedings. The supervisor then acts on the complaint as he/she sees fit and formal disciplinary action cannot be taken against the employee. The employee can be counseled, however, at the discretion of the supervisor. **Normally the informal complaint is utilized for less serious complaints.**

Formal complaints will result in an investigation by the supervisor or other official. Formal complaints require (1) a complaint form signed by the complainant, (2) that the complainant be interviewed (recorded), and (3) that the complainant be willing to cooperate and testify at any subsequent hearings or proceedings.

Formal complaints may result in disciplinary action against employees. Such action can include written reprimands, suspension, reduction in pay, termination, and/or criminal prosecution. **Normally, the formal complaint is used for more serious allegations.**

INVESTIGATION & OUTCOME – By State law the Department may not reveal any disciplinary action against any employee unless a public hearing has resulted. You will, however, be advised of the general outcome of the investigation and will know whether the Department has concluded that action be taken. The most typical outcomes of investigations result in the charges being either sustained, not sustained, unfounded, or the employee exonerated. A finding of not sustained results when there is insufficient information to either substantiate or refute the complainant's allegation

YOUR RIGHTS – You have the right to select either a formal or informal complaint. The supervisor will offer guidance to you based upon his knowledge of the applicable laws or policies and his/her experience. You have the right to ask for assistance in preparing your complaint. You have the right to be treated courteously, and to be heard. You have the right to know the general outcome of your complaint. You have the right to be represented by competent legal counsel. You have the right to pursue other action separately if you are not satisfied with the outcome. This includes: OFFICE OF THE DISTRICT ATTORNEY, ATTORNEY GENERAL OF THE STATE OF CALIFORNIA, OR FEDERAL BUREAU OF INVESTIGATION.

EMPLOYEE'S RIGHTS – The employee has the right to receive a copy of any formal complaint; the right to be represented by legal counsel; the right to confront any witness or complainant in a formal hearing; the right to review all documents or notes related to the incident; the right to take civil action against malicious, unfounded, or deliberately false complaints; and the employee has the right to be treated courteously and fairly by all parties.

DEPARTMENT'S RIGHTS – The department has the right to receive your full and complete cooperation in pursuing your complaint. The Department has the right to decide how to best proceed in conducting the investigation. The Department has the right and responsibility to thoroughly investigate your complaint and ensure that it does not delay or interfere with any related criminal investigation or prosecution.

COMPLAINT PROCEDURE

1. Complainant meets or talks with a supervisor or other official and the complaint is discussed. Minors are required to be represented by a parent or guardian.

2. A decision is made by the complainant to proceed formally or informally. The supervisor will only advise on possible procedures and requirements.

3. Informal complaints are discussed with employee by the supervisor; no further contact with complainant is normally required.

4. Formal complaints are required to be in writing and signed by complainant and/or guardian.

5. Formal complaints are investigated and routed to the Director of Police Services on completion of investigation.

6. The Director of Police Services review the complaint and determines if disciplinary action will be pursued.

7. The complainant and employee are notified of the general outcome of the complaint and investigation.

8. If disciplinary action is appealed by the employee, the complainant is notified of appearance date, time, and location if required.

9. Citizens complaints resulting in disciplinary action are maintained in file for a minimum of five years.

This document is intended to provide you with general information. It is not inclusive of all laws or procedures nor is it intended to be restrictive to any party to a complaint.